

Section 8.9: Request for Service at Texas A&M EMS Standby Event

When Texas A&M EMS is staffing a standby event instead of a Standby Medic, it is possible for a request for service to come in from a 911 line, UPD, or some other source. In these cases, the EMS units at the standby should be advised of the incident and the specific location. Information should be obtained as normal, or until the units arrive on scene. There is no need to send additional units to the location unless requested to by the units on scene, or if they are already with one patient and another request for service comes in.

Standby units will need a trip separate from their standby trip for every patient they treat. For example, if the units treat two patients, there should be three run numbers total: two for the patient and one for the standby. Units should advise Texas A&M EMS Communications every time they need an additional trip and what the nature of the incident is, as well as approximate time stamps for the call. Every patient needs a determinant that relates to their chief complaint. If not given by the units, complete ProQA with unknowns.

If the standby ambulance is not dedicated, it may transport a patient. However, if the standby ambulance is dedicated, an additional ambulance will need to be requested to transport the patient. The crew should advise Texas A&M EMS Communications every time they need an ambulance for transport, at which time an ambulance from the proper jurisdiction should be sent. If the Texas A&M EMS unit is operating on the Texas A&M campus, another Texas A&M EMS ambulance may be sent; if operating in either city or the county, the appropriate agency should be contacted and their ambulance sent. When patient care is transferred to another unit, the trip should be cancelled as "Care transferred" to that agency.

It should be noted that if the patient requires an emergent transport, the standby ambulance may transport, regardless if dedicated or not. If the standby is meant to be dedicated, another ambulance should be dispatched to attend the standby until the original ambulance returns from the hospital.